

1. MANAGEMENT OF COMPLAINTS.

2. DEFINITIONS

'Complainant' means an individual making a complaint. 'Complaint' is any expression of dissatisfaction with a product or service offered by a Club or any other matter relating to Club operations.

'Systemic problem' is failure(s) in the design, delivery, policies or procedures of a Club.

3. GENERAL PRINCIPLES

An effective complaints handling system should:

- improve the satisfaction of members, visitors and staff;
- recognise and protect an individual's right to complain;
- be accessible, fair and efficient; and
- enable the Club to channel feedback into improvements in its services to members.

Club management must be committed to resolving complaints in a fair and effective manner.

This involves allocating the necessary resources to receiving, investigating and responding to complaints.

It also means making the process visible and accessible to all.

For example, some individuals may need help putting their complaint in writing; the Club should be willing to offer that assistance.

Complaints should be dealt with quickly and at no cost to the complainant.

Throughout the process, complainants should be treated with courtesy and respect.

Sometimes a complaint can signal a systemic problem with the way the Club operates.

It is important that, when systemic problems are revealed, the necessary changes to policies and/or procedures be made to prevent the problem from recurring.

Finally, there needs to be proper record keeping in regard to complaints handling.

4. COMPLAINT HANDLING PROCEDURES

These are the recommended steps for managing complaints:

- The Club must make appropriate arrangements to ensure that complaints are received and recorded by a responsible person during normal office hours.
- A complaint must be in writing and contain the particulars of the allegations upon which it is founded.
- The Club must consider the complaint as soon as practicable after the complaint is received.

It may:

- require the complainant to provide further particulars of the complaint;
 - carry out an investigation into the complaint;
 - attempt to resolve the matter by conciliation;
 - decline to entertain the complaint because the matter is considered frivolous, vexatious or lacking in substance; or
 - conduct a hearing into the complaint .
- After conducting a hearing into a complaint against one or more staff members, if the Club finds the complaint substantiated, it may:
 - caution or reprimand the staff member who is the subject of the complaint;
 - require the staff member to undertake specified remedial training or instruction;
 - require the staff member to apologise to the complainant, if appropriate; or
 - undertake disciplinary measures in accordance with industrial relations legislation.
 - After conducting a hearing into a complaint that does not concern the conduct of one or more staff members, if the Club finds the complaint substantiated, it may:
 - offer an apology to the complainant;
 - offer financial compensation to the complainant, if appropriate and at the Club's sole discretion;
 - with the agreement of the complainant, refer the matter to a third party for conciliation; or
 - undertake remedial measures to avoid recurrence of the circumstances giving rise to the complaint.

5. RECORD OF COMPLAINTS

A record of complaints should be kept by Club management in written form and should include:

- the date and time the complaint was received;
- the name and address of the complainant;
- the substance of the complaint; and
- the substance and date of the Club's response(s).

Each record should be retained by the Club for a period of one (1) year from the date of receipt of the complaint or for a longer period if the Club so chooses.

